# Ordering and Billing Forum Issue Identification Form

**Issue Title: 555 on NPA-NXX V&H Coordinates File** 

*OBF Issue Number: 1038 Date Submitted: 8/9/94* 

Date Accepted 8/11/94 at OBF #47 Initial Closure: 5/9/96 at OBF #54 Final Closure: 8/29/96 at OBF #55

Issue Category: Resolved

#### **Issue Statement:**

Bellcore Information Letter # 94/05-004 documented the approval at the INC (Industry Numbering Committee) of the assignment of line numbers in the 555 NXX for public information services effective 7/8/94. Currently the NPA-NXX V&H Coordinates File shows 555 as "Directory Assistance".

### **Impact of Other Issues or Procedures:**

If the File is not updated, calls to these new services will be shown as "Directory Assistance".

#### **Desired Results:**

Update the NPA-NXX V&H Coordinates Data File to include line level information for 555.

**Committee Assignment: Message Processing Committee** 

#### **Associated Committee:**

## **Issue Champion: Susan Walsh**

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## **Resolution:**

555 line level information will not be included in the NPA NXX V&H Coordinates file per the 555 assignment guidelines. Therefore, the committee reached consensus on the following: - 01-

01-32 will be used for 555 DA; - XX-01-16 and XX-05-16 will be used for 555 Non-DA ServicesDraft record descriptions were provided by the METRG which include a bullet item that states "Record is for use with Non-DA 555 (NXX) services." Changes will be reflected in a future release of the EMI document.

## **Status History:**

**OBF** #47 - Issue "walked in" to new issue acceptance session by originator. Issue accepted for future discussion at OBF #48. Attached is a copy of the Bellcore Information Letter #IL 94/05-004.

**OBF** #48 - Issue will be referred from OBF to the Industry Numbering Committee to address the following concerns:

- Currently any 555 number appears on the End User customer bill as Directory
  Assistance. Plans are for Bellcore BRADS Products to be updated to show 555 as
  information services. Bellcore BRADS Products are updated on a monthly basis
  therefore, enhancing the BRADS Products to carry line level detail is not available
  solution.
- If line level information is not readily available to the industry, End User customers will not have accurate details presented on their bill which will result in customer dissatisfaction, and revenue loss for the company handling the call when it has to be written off.
- A second billing issue is encountered regarding the appropriate EMI billing record that should be used to bill the enduser customer. Today, any call to a 555 number results in an 010132 EMI record with Directory Assistance populated in the To place.
- If 555 is used for services other than Directory services, other EMI records should be used for billing. Not knowing the service offered down to line level also creates an issue determining regulated, non regulated basic, non basic, etc.
- If the Industry Numbering Committee will be assigning 555 down to line level, the industry must be notified of the assignments made, for what product, and how the service should be billed.

**OBF** #49 - Waiting on status from the Industry Numbering Committee (INC).

**OBF** #**50** - Responses received from ICCF. Committee requests a presentation from the appropriate organization on 555 line number assignments. Suggest the presentation be open to all OBF committees since we do not believe this is only an end user billing issue. Action item for Exchange Carriers to investigate 555 line number assignments with their number administrator and determine the following:

- Have line numbers been assigned
- How is the assignment information being tracked

• Is there a way to identify regulated/non regulated.

**OBF** #51 - Based on discussion within the committee the following items will be addressed:

• Request ICCF for presentation at OBF #52 - What record should this be billed on 010101, 010132, 010116?

#### Action Item for comments

- What are the regulatory requirements?
- What is being done by the other committees on the 555 Issues?
- Who is using 555 Info services today?

**OBF** #52 - The issue originator reviewed comments from OBF #51 and the response from the INC. The INC is currently not ready to do a presentation at this time. The committee agreed to defer discussion of this issue until a response can be obtained from the INC. A follow up letter will be sent to the INC emphasizing the urgency of this issue.

**OBF** #53 - No response from the Industry Number Committee (INC)

- 555 # (Not DA) assignments currently happening
- Depending upon switch type may or may not get included in call record to determine DA.
- TPM no longer says (or will soon be updated to not say) 555 = DA should say 555 = Information Services
- Consensus if DA, should be record type 32.
- Per telephone disclosure ??? and resolution out (TDDRA) 555 is not pay per call for state applications???
- If not DA, issue type 16 record Refer to METRG with recommendation to add draft documentation special consideration to all type 16 records that indicate record is for use with Non-DA 555 type of service.
- Add to existing 2nd bullet. Refer to METRG XX-XX-16 Records: 010116 320116 420516 510516 820116 010516 320516 440116 580116 820516 030116 340116 440516 590116 050116 350116 450116 710116 080116 365016 450216 710516 090116 365116 450516 780116 100116 410116 460116 790116 310116 410516 460516 810116 310516 420116 510116 810516

**OBF** #**54** - The letter sent to the ICCF by the OBF Leadership was reviewed. A discussion was held regarding the handling of directory assistance call competition versus the use of 555 NXX information services. The update draft copies of record descriptions for XX-XX-16 records were reviewed and referred back to METRG requesting preliminary record descriptions with a minor modification to the bullet item to change from "Non-DA 555 type" to " Non-DA 555 (NXX) type." Resolution drawn up by issue originator. Issue placed into Initial Closure.OBF #55 Issue

vas reviewed and accepted by the participants. This issue was placed into Final Closure	